

POSITION POSTING

Employer: Massachusetts Teachers' Retirement System

Position Title: Director of Communications

Starting Salary: \$95,000 – \$115,000

Application Deadline: Thursday, June 6, 2019

The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's licensed public school educators. The largest of the Massachusetts public retirement systems, the MTRS has assets of \$28B, and serves over 170,000 active, inactive and retired members, and 420 school district employers.

Position Summary

Reporting directly to the Executive Director, the Director of Communications plans, directs and carries out the work of the MTRS Communications unit; manages a staff of two communications specialists; and oversees the daily operation of the Communications unit to ensure that the agency's messages are conveyed to members, employers, stakeholders and staff in a timely, effective, consistent and professional manner.

Essential Duties and Responsibilities

- Keep members, employers, staff and MTRS constituents informed by providing timely, effective, attractive and clear communications in the most appropriate format(s) and media
- Oversee the ongoing development of the agency's communications outreach program, including newsletters, forms, training materials, educational program collateral, videos and broadcast e-mails, as well as the MTRS's Internet and intranet sites
- Evaluate the need for new and/or revised means of communications, and develop and recommend ideas and concepts to implement and convey them to target audiences
- Manage the Communications Unit staff and efficiently coordinate all unit projects
- Analyze and recommend budget needs for all communications projects and initiatives
- Manage outside vendors providing communications services, including print/production vendors, internet service provider, and others
- Oversee the creation, design, development and production of educational and informational materials in various media, including print and video formats, for use by the MTRS's active and retired members, employer units, constituents and staff
- Work with other units to provide and support MTRS outreach and educational efforts by providing writing, design, marketing communications and production services
- Oversee the design and production of electronic presentations and collateral (booklets, nametags, signage, surveys) for use at retirement seminars, employer programs, staff training sessions and Board meetings

- Ensure staff understanding and awareness of existing and newly developed communications tools by providing individual and group trainings on MTRS communications topics as necessary
- Support, maintain and improve internal MTRS operations by providing specialized communications and administrative support services
- Oversee the organization and maintenance of the agency's inventory of stationery supplies and printed materials
- As needed, maintain up-to-date internal lists, forms and directories
- Maintain and analyze statistical information regarding the agency's website traffic and incoming e-mails to evaluate effectiveness of the agency's communications program
- Engage with other members of the management team for strategic planning, budgeting, staff development and other agency objectives
- As required, manage special projects; pursue professional development opportunities for self and Communications staff; and, participate in industry and peer group discussions and conferences
- Perform other duties as assigned

Required Education and Experience

Bachelor's degree, or advanced degree, in related field. At least ten years' experience in relevant roles with increasing responsibilities, including management. Experience with public defined benefit pension plan(s) preferred.

Necessary Knowledge, Skills and Abilities

- Demonstrated excellent writing and design skills, including knowledge of print and web design, typography and page layout
- Demonstrated project management skills for large scale print and processing projects
- Demonstrated leadership experience and ability to manage staff to achieve strategic goals and objectives
- Proficiency in current design and presentation applications, including QuarkXPress, InDesign, Photoshop, Premiere Pro, WordPress and PowerPoint
- Proven proofreading skills, an eye for detail and a commitment to quality
- Ability to communicate effectively and professionally with co-workers and the public
- Excellent organizational, problem-solving and interpersonal skills
- Ability to understand, interpret and explain—in clear and easy-to-understand language—various policies, procedures, laws and regulations relating to retirement and agency operations
- Ability to maintain harmonious relationships with the membership, employers, members of the public, MTRS staff and vendors
- Ability to anticipate the needs of others, troubleshoot and resolve issues quickly and efficiently
- Must be flexible, but able to prioritize and handle multiple projects
- Desire to work in an environment committed to teamwork and quality service

Application process:

Interested applicants must apply online at www.mass.gov. Type the words “Mass Careers” in the search option. You will be directed to a different page with a heading, “Find Your Future Commonwealth Job.” Select the option, “Start Your Career - Find a Commonwealth Job (External Candidates).” Click “Sign In,” which is located in the upper right-corner of the page. You will need to create a Profile if you do not currently have one.

Please submit your cover letter and résumé through MassCareers. Your cover letter should address the reasons for your interest in the Director of Communications position and how your skill set and experience will make you a successful candidate. Your resume should be addressed to:

Robert Fabino
Director of Human Resources and Legal Affairs
Massachusetts Teachers’ Retirement System
500 Rutherford Ave., Suite 210
Charlestown, MA 02129-1628

Applicants selected for interviews will be asked to submit a portfolio of recent print/web publications, and three professional references.

The MTRS is an equal opportunity employer.